



Oifig an Stiúirthóra Oibríochtaí  
An tSeirbhís Náisiúnta  
Bloc 4, Lárionad Gnó,  
Tulach Mhór,  
Co. Uíbh Fhailí, R35 FH59

Office of the Director of Operations  
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Ref: WM/PQ/230425

10 May 2023

Deputy Ivana Bacik  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 19113/23**

**To ask the Minister for Health the average time between the making of a call to emergency services and deployment of members of the Ambulance Service, in each month of 2022 and to date in 2023, in tabular form. -Ivana Bacik**

Dear Deputy Bacik,

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Questions, which you submitted to the Minister for Health for response.

**Context**

The HSE National Service Plan 2023 sets out the Key Performance Indicator (KPI) targets for emergency calls which apply to the following call categories:

- PURPLE (life-threatening cardiac or respiratory arrest) (75% in 18 minutes, 59 seconds)
- RED (life-threatening illness or injury, other than cardiac or respiratory arrest) (45% in 18 minutes, 59 seconds)

These targets are national annual aggregate targets rather than locally or seasonally based. Hence all public reporting is on this basis only.

A response vehicle is deployed to a call once the acuity of the emergency has been assessed. The table below details the times of this deployment to the arrival of the resource at scene.

MONTH	CATEGORY 1 CALL AVERAGE RESPONSE TIME (HH:MM)
Jan 22	00:23
Feb 22	00:24
Mar 22	00:29
Apr 22	00:25
May 22	00:24
Jun 22	00:27
Jul 22	00:29
Aug 22	00:25
Sep 22	00:23





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Oct 22	00:25
Nov 22	00:24
Dec 22	00:39
Jan 23	00:23
Feb 23	00:22
Mar 23	00:25

I trust that this information is of assistance.

Yours sincerely

William Merriman  
Director of Operations  
National Ambulance Service

